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EXAMINER

CAMPBELL, KELLIE L

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/501,973	Applicant(s) SCHICKLER, JOHN F	
	Examiner KELLIE CAMPBELL	Art Unit 3691	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 July 2009.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-58 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-58 is/are rejected.
- 7) ☒ Claim(s) 23 is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 15 July 2009 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>30 December 2004</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The following is a first non-final Office action on the merits in response to a preliminary amendment adding Claims 23-58 received July 15, 2004. **Therefore, Claims 1-58 are pending and have been examined below.**

Priority

2. Applicant claims priority to U.S. Provisional Application 60/348,832, filed on January 15, 2002. Applicant's claim for the benefit of the prior-filed application under 35 U.S.C. 119(e) or under 35 U.S.C. 120, 121, or 365(c) is hereby acknowledged.

Claim Objections

3. Claim 23 objected to because of the following informalities: code should not be capitalized. Appropriate correction is required.

Claim Rejections - 35 USC § 112

4. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

5. **Claims 1-58 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.**

6. **As per Claims 1-58**, they each recite conditional language and/or statements of intended use. These recitations do not limit scope of the claims. Examples of such

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language include the following: "could be prepared", "providing", "allowing", "for future access", "can prepare", "for accessing and processing", "such that the user indicates", "such that the user designates", "can operate", etc. The subject matter of a properly construed claim is defined by the terms that limit its scope. It is this subject matter that must be examined. As a general matter, the grammar and intended meaning of terms used in a claim will dictate whether the language limits the claim scope. Language that suggests or makes optional but does not require steps to be performed or does not limit a claim to a particular structure does not limit the scope of a claim or claim limitation. Applicant should positively recite intended methods steps and remove instances of intended use when Applicant is trying to provide claim scope. Clarification is required. See MPEP §2106.

Claim Rejections - 35 USC § 101

7. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

8. **Claims 1-58 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.**

9. **As per Claims 1, 10, 17, 23**, they directed to a method comprising the steps of "compiling" and "providing", ". In order for a process to be considered statutory under 35 U.S.C. §101, the claimed process must satisfy the "**machine or transformation test**"; that is the process must either: (1) be tied to a particular machine or apparatus or (2) transform a particular article to a different state or thing. In re Bilski, 545 F. 3d 943,

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88USPQ2d 1385 (Fed. Cir. 2008). When neither of these requirements is met by the claim, the method is not a patent eligible process under 35 U.S.C. §101 and is non-statutory subject matter. The method steps of Claims 1, 10, 17, 23 are not tied to a machine or apparatus and do not involve transforming an article into a different state or thing. Applicant's claim is not drawn to patent-eligible subject matter because it fails the **"machine or transformation test"**. Therefore, Claim 1, 10, 17, 23 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

10. **As per Claims 2-9, 11-16, 18-22, 24-58**, they each depend either directly or indirectly on Claims 1, 7, 10, 17, and 23 and do not cure the deficiencies set forth above. Therefore, Claims 2-15 are also rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Claim Rejections - 35 USC § 103

11. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

12. **Claims 1-58 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 6,609,050 to Li (hereinafter Li) in view of U.S. Patent Application No. 2002/ 0091706 to Anderson et al. (hereinafter Anderson).**

13. **As per Claim 1**, Li discloses a method, comprising:

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compiling a computer accessible database, said database listing all vehicles on which warranty claims could be prepared for a user, listing all parts for each vehicle so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part listing the proper failure and cause codes required by the original equipment manufacturer for each such part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text);

providing a computer program for accessing and processing information from the aforesaid database, the program providing a listing of vehicle parts for a particular vehicle listed in the database when the user indicates a particular vehicle in the database, providing the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, providing the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines

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13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

14. **As per Claim 2**, Li discloses a method as set forth in claim 1, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user indicates a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or

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via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

15. **As per Claim 3**, Li does not expressly disclose a method as set forth in claim 1, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user indicates a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; §13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user indicates a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

16. **As per Claim 4**, Li discloses a method as set forth in claim 1, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems, the program provides a listing of such systems when the user indicates a particular vehicle, and the program provides a listing of parts in a vehicle system when the user designates a particular vehicle system (Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text)

17. **As per Claim 5**, Li discloses a method as set forth in claim 1, wherein the computer program further prepares a work summary based on the aforesaid information (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-No. 91 and related text).

18. **As per Claim 6**, Li discloses a method as set forth in claim 1, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file for future access, research and tracking (see Figures 1-6 and related text—*Examiner notes that the figures show databases for storage of vehicle and warranty claim information*; Column 1, Lines 65-67 through Column 2, Lines 1-7, In accordance with the teachings of the present invention, a computer-based warranty administration system with a dialog manager is provided for collecting service information regarding a vehicle from a user. The system also preferably has a case

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based reasoning module for analyzing the service information to determine a diagnosis. The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.)

19. **As per Claim 7**, Li discloses a method as set forth in claim 1, wherein said database further includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program provides a listing of bills of material for a vehicle when the user indicates that vehicle, provides parts for a particular bill of materials when the user indicates that bill of materials, provides the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, provides the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose that the program can prepare a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶¶32).

20. **As per Claim 8**, Li does not expressly disclose a method as set forth in claim 1, wherein said database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

21. **As per Claim 9**, Li discloses a method as set forth in claim 1, wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for that part, and is used by the computer program to link these to the proper failure and cause codes required by the original equipment manufacturer for the part (see Figure 28 and related text; Column 8, Lines 46-49, FIG.

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28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.)

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

22. **As per Claim 10**, Li discloses a method, comprising:

compiling a computer accessible database, said database listing all vehicles on which warranty claims could be prepared for a user listing all vehicle systems for each vehicle so listed, listing all parts for each vehicle system so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part, listing the proper failure and cause codes required by the original equipment manufacturer for each such part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).; and

providing a computer program for accessing and processing information from the aforesaid database, the program providing a listing of vehicle systems for a particular vehicle listed in the database when the user indicates a particular vehicle in the database, providing a listing of vehicle parts in that system when the user indicates a particular system, providing the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, providing the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part, preparing a work summary based on the aforesaid information (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column

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8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

23. **As per Claim 11**, Li discloses a method as set forth in claim 10, wherein the vehicles are indexed in the database using some portion of each vehicle's official

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vehicle identification number such that the user indicates a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

24. **As per Claim 12**, Li discloses a method as set forth in claim 10, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user indicates a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; §13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of

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Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user indicates a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

25. **As per Claim 13**, Li discloses a method as set forth in claim 10, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file for future access and research. (see Figures 1-6 and related text—*Examiner notes that the figures show databases for storage of vehicle and warranty claim information*; Column 1, Lines 65-67 through Column 2, Lines 1-7, In accordance with the teachings of the present invention, a computer-based warranty administration system with a dialog manager is provided for collecting service information regarding a vehicle from a user. The system also preferably has a case based reasoning module for analyzing the service information to determine a diagnosis. The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.)

26. **As per Claim 14**, Li discloses a method as set forth in claim 10, wherein said database further includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program provides a listing of bills of material for a vehicle when the user indicates that vehicle, provides parts for a particular bill of materials when the user indicates that bill of materials, provides the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part (), provides the original equipment

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manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose that the program can prepare a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

27. **As per Claim 15**, Li discloses method as set forth in claim 10, wherein said database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers. However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said

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program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

28. **As per Claim 16**, Li discloses a method as set forth in claim 10, wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for that part, and is used by the computer program to link these to the vehicle system for the part, the proper failure and cause codes required by the original equipment manufacturer for the part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose a warranty claim on the original equipment manufacturer's standard form for a warranty claim that part.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include a warranty claim on the original equipment manufacturers' standard form for a warranty claim that part.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

29. **As per Claim 17**, Li discloses a method, comprising:

compiling a computer accessible database, said database listing all vehicles on which warranty claims could be prepared for a user, listing all vehicle systems for each vehicle so listed, listing all parts for each vehicle system so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part, listing the proper failure and cause codes required by the original equipment manufacturer for each such part listing all bills of materials for the vehicles, and listing all parts set forth in each of said bills of materials for the vehicles; and

(see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

providing a computer program for accessing and processing information from the aforesaid database, the program providing a listing of vehicle systems for a particular vehicle listed in the database when the user indicates a particular vehicle in the database, providing a listing of vehicle parts in that system when the user indicates a particular system, providing a listing of bills of material for a vehicle when the user indicates that vehicle, providing a listing of parts for a particular bill of materials when the user indicates that bill of materials, providing the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, providing the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part, preparing a work summary based on the aforesaid information (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and

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related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

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30. **As per Claim 18**, Li discloses a method as set forth in claim 17, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user indicates a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

31. **As per Claim 19**, Li a method as set forth in claim 17, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user indicates a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; §13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user indicates a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

32. **As per Claim 20**, Li a method as set forth in claim 17, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file for future access and research (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7).

33. **As per Claim 21**, Li a method as set forth in claim 17, wherein said database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

34. **As per Claim 22**, Li a method as set forth in claim 17, wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for that part, and is used by the computer program to link these to the vehicle system for the part, the proper failure and cause codes required by the original equipment manufacturer for the part, the original equipment manufacturer's standard form for a warranty claim for that part, and bills of material for the vehicle containing that part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.).

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty

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application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle.

Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

35. **As per Claim 23**, Li a method, comprising:

compiling a computer accessible database containing information on a group of vehicles, said information including a listing of the vehicles, a listing of parts used in the assemblage of each such vehicle, and items of information including images related to each such part, where each vehicle is linked to the list of parts used in the assemblage of that vehicle, and where each part is linked to items of information related to that part via a single Code linked to that part and to the items of information related to that part (see at least Figures 1, 17, 26, and 27 and related text); and

providing a computer program for accessing and processing information from the aforesaid database, the program allowing the user to search said database and obtain linked database information (see at least Figures 1, 17, 26, and 27 and related text).

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36. . **As per Claim 24**, Li a method as described in claim 23, above, wherein said items of information include at least one of original equipment manufacturers' standard repair times allowed for repair of each part, proper failure and cause codes required by the original equipment manufacturer for each part, standard forms for warranty claims for the original equipment manufacturers of each part, official vehicle identification numbers for each vehicle of the group ((see at least Figures 1, 17, 26, and 27 and related text; see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300), user assigned vehicle identification numbers for each vehicle of the group, vehicle systems for each part, bills of materials for each vehicle of the group, supplier numbers for all parts on all bills of materials for any vehicle of the group, vehicle systems for each vehicle of the group, vehicle parts for each vehicle system, and images of any of the aforesaid items.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of

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the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user indicates a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

37. **As per Claim 25**, Li a method as set forth in claim 23, wherein the program can provide a listing of vehicle parts for a particular vehicle listed in the database when the user indicates a particular vehicle in the database (see at least Figure 17 and related text).

38. **As per Claim 26**, Li a method as set forth in claim 23, wherein the program can provide the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part (see at least Figure17 and related text; .

39. **As per Claim 27**, Li a method as set forth in claim 23, wherein the program can provide the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figure17 and related text) .

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40. **As per Claim 28**, Li does not expressly disclose a method as set forth in claim 23, wherein the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

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41. **As per Claim 29**, Li a method as set forth in claim 23, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user indicates a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300). .

42. **As per Claim 30**, Li a method as set forth in claim 23, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user indicates a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; §13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user indicates a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

43. **As per Claim 31**, Li a method as set forth in claim 23, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems (see at least Figures 1, 17, 26, and 27 and related text).

44. **As per Claim 32**, Li a method as set forth in claim 23, wherein the program can provide a listing of vehicle systems when the user designates a particular vehicle (see at least Figures 1, 17, 26, and 27 and related text).

45. **As per Claim 33**, a method as set forth in claim 23, wherein the program can provide a listing of parts in a vehicle system when the user designates a particular vehicle system.

46. **As per Claim 34**, Li discloses a method as set forth in claim 23, wherein the computer program can provide a work summary. (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

47. **As per Claim 35**, Li discloses a method as set forth in claim 23, wherein the program can save a warranty claim and the information used in developing the warranty

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claim in a computer file for future access, research and tracking (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7).

48. **As per Claim 36**, Li discloses a method as set forth in claim 23, wherein said database includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program can provide a listing of bills of material for a vehicle when the user designates that vehicle (see at least Figures 1, 17, 26, and 27 and related text).

49. **As per Claim 37**, Li discloses a method as set forth in claim 23, wherein the program can provide parts for a particular bill of materials when the user indicates that bill of materials, can provide the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, can provide the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program can prepare a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and

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warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle.

Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle.

Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

50. **As per Claim 38**, Li discloses a method as set forth in claim 23, wherein said database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers. However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

51. **As per Claim 39**, Li discloses a method as set forth in claim 24, wherein the program can provide a listing of vehicle parts for a particular vehicle listed in the database when the user indicates a particular vehicle in the database (see at least Figures 1, 17, 26, and 27 and related text).

52. **As per Claim 40**, Li disclose a method as set forth in claim 24, wherein the program can provide the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part (see Figure 17-324 oil filter 101Mopar; Column 7, Lines 30-37, A work order is entered into the interface, and the standard number of hours and costs associated with performing the work is retrievable from the databases of the present invention so that a standard cost in hours to service the vehicle can be used by service shops throughout the entire country. The work order data is generally shown by reference numeral 324.)

53. **As per Claim 41**, Li discloses a method as set forth in claim 24, wherein the program can provide the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figures 1, 17, 26, and 27

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and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

54. **As per Claim 42**, Li does not expressly disclose a method as set forth in claim 24, wherein the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of

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Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

55. **As per Claim 43**, Li discloses a method as set forth in claim 24, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user indicates a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

56. **As per Claim 44**, Li discloses a method as set forth in claim 24, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user indicates a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization

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database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user indicates a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

57. **As per Claim 45**, Li discloses a method as set forth in claim 24, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

58. **As per Claim 46**, Li discloses a method as set forth in claim 24, wherein the program can provide a listing of vehicle systems when the user designates a particular vehicle (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-

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media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

59. **As per Claim 47**, Li discloses a method as set forth in claim 24, wherein the program can provide a listing of parts in a vehicle system when the user designates a particular vehicle system (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

60. **As per Claim 48**, Li discloses a method as set forth in claim 24, wherein the computer program can provide a work summary . (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

61. **As per Claim 49**, Li discloses a method as set forth in claim 24, wherein the program can save a warranty claim and the information used in developing the warranty claim in a computer file for future access, research and tracking (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7.).

62. **As per Claim 50**, Li discloses a method as set forth in claim 24, wherein said database includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program can provide a listing of bills of material for a vehicle when the user designates that vehicle (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column

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8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

63. **As per Claim 51**, Li discloses a method as set forth in claim 24, wherein the program can provide parts for a particular bill of materials when the user indicates that bill of materials, can provide the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, can provide the original equipment manufacturer's proper failure and cause codes when the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program can prepare a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

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A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

64. **As per Claim 52**, Li discloses a method as set forth in claim 24, wherein said database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program can operate fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

65. **As per Claim 53**, Li discloses a method as set forth in claim 1, wherein the computer program automatically posts to a work summary based on the aforesaid information (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

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66. **As per Claim 54**, Li discloses a method as set forth in claim 1, wherein the program can save warranty claim and work summary history information used in developing the warranty claim in a computer file for future access, research and tracking (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text; see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7.).

67. **As per Claim 55**, Li discloses a method as set forth in claim 1, wherein said database further includes a listing and images of bills of materials for the vehicles and a listing and images of the parts set forth in each of said bills of materials for the vehicles, and wherein said program provides a listing of bills of material for a vehicle when the user indicates that vehicle, provides parts and images for a particular bill of materials when the user indicates that bill of materials, provides the original equipment manufacturer's standard repair time allowed for repair when the user indicates a particular part, provides the original equipment manufacturer's proper failure and cause codes when the user indicates a particular parts (ee at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program can prepare a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program can prepare a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

68. **As per Claim 56**, Li discloses a method as set forth in claim 10, wherein the program can automatically post to and save the warranty claim and the work summary information used in developing the warranty claim in a computer file for future access and research (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text)..

69. **As per Claim 57**, Li discloses a method as set forth in claim 23, wherein the computer program can provide a work summary, can provide a vehicle history file, and can link to another system for at least one of parts ordering and retrieval (see Figure 17 and related text; Column 7, Lines 24-28, The service history associated with the vehicle

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independent of who had owned the vehicle (i.e., based upon VIN number) is reviewable by activating button 316. Any type of quality control issues associated with the vehicle is accessible by activating button 320; Column 4, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation. The case based reasoning module 30 also includes a dialog module 32 for generating case-specific queries based on the symptoms database 90, and the cases database 91.).

70. **As per Claim 58**, Li discloses a method as set forth in claim 24, wherein the computer program can post to a work summary and vehicle history file (see Figure 17 and related text; Column 7, Lines 24-28, The service history associated with the vehicle independent of who had owned the vehicle (i.e., based upon VIN number) is reviewable by activating button 316. Any type of quality control issues associated with the vehicle is accessible by activating button 320; Column 4, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation. The case based reasoning module 30 also includes a dialog module 32 for generating case-specific queries based on the symptoms database 90, and the cases database 91.).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kellie Campbell whose telephone number is 571-270-5495. The examiner can normally be reached on Monday through Thursday, 6:30 am to

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5 pm est. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Alexander Kalinowski can be reached on 571-272-6771. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only.

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PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197

(toll-free). If you would like assistance from a USPTO Customer Service

Representative or access to the automated information system, call 800-786-

9199 (IN USA OR CANADA) or 571-272-1000.

K.C.

/Alexander Kalinowski/

Supervisory Patent Examiner, Art Unit 3691